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P.O. Box 1450  
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By: Aurora Lowell  
Aurora Lowell

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Mark Tonack

Application No.: 10/081,167

Filed: February 22, 2002

For: MAINTENANCE REQUEST  
SYSTEMS AND METHODS

Customer No.: 20350

Confirmation No. 8437

Examiner: Michael C. Maskulinski

Technology Center/Art Unit: 2113

AMENDMENT UNDER 37 CFR 1.116  
EXPEDITED PROCEDURE EXAMINING  
GROUP 2113

**Mail Stop RCE**

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Sir:

Please enter the following amendments and remarks as a submission under 37 C.F.R. § 1.114 as part of a Request for Continued Examination (RCE). Claims 1-32 are currently pending.

In response to the Final Office Action mailed June 23, 2005 please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Amendments to the Drawings** begin on page 8 of this paper and include an attached replacement sheet and an annotated sheet showing changes.

**Remarks/Arguments** begin on page 9 of this paper.